



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

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Wednesday, April 3, 2019

2:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 2:49 p.m.

2. ROLL CALL

Present: 3 - Commissioner Jonathan Kinloch, Commissioner John Henry Davis and Mary Blackmon

3. APPROVAL OF AGENDA

Chairperson Blackmon request approval of the agenda.

A motion was made by Commissioner John Henry Davis, seconded by Jonathan Kinloch that tthe agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon request approval of the minutes of March 6, 2019.

A motion was made by Jonathan Kinloch, seconded by Commissioner John Henry Davis that the minutes be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

A. New Administrative Policy (18-0095)

A motion was made by Commissioner John Henry Davis, seconded by Jonathan Kinloch that this be placed on the table The motion carried unanimously.

8. NEW BUSINESS**A. [19-0092](#) Customer Service Management**

Sponsors: Gabon

Attachments: [Customer Service Management](#)

This Communication or Report was received and filed.

B. [19-0093](#) Customer Service Metrics

Sponsors: Gabon

Attachments: [Metrics-3.29](#)

This Communication or Report was received and filed.

C. Wrap Update

Sponsors: Jones and Peckinpaugh

Attachments: [WRAP Update for BOWC - 04032019](#)

This Communication or Report was received and filed.

D. Planning Calendar (17-0127)**9. OTHER MATTERS**

There was none.

10. NEXT MEETING

May 1, 2019

11. ADJOURNMENT

Chairperson Blackmon requested motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Jonathan Kinloch that the meeting be adjourned. The motion carried unanimously.

There being no further business, the meeting adjourned at 3:30 p.m.